



Name of affected Customer/Company*	
Name of affected Site/Vessel (IMO Number)*	
Affected Unit / Block / Product *	
Unit/Serial#	
Current location / Street/City/Zip/ (LAT/LON)*	
Country*	
Service Contract existing? Contract Number*	
Name of your Company*	
Your first Name, Last Name*	
Your Email*	
Your phone number with country code*	
Subject*	
Problem Description / any pertinent Information*	
Customer expectation*	
Case Type*	
Fault Category*	
Fault Code*	
Severity / Current operational status*	
Is Unit/equip under warranty?*	
Problem Detected Date*	
Customer Want Date*	

*Mandatory information for case creation

Directions to handle this Form

Please fill in all mandatory fields as accurate as possible (if applicable). Print this file to pdf, then email to: escs.geem@ge.com

If you are located in Iran please send it to: service.iran@ge.com

You will be provided with a confirmation of your case number after case creation. Keep the provided case number handy for your reference in case of any questions.